

# Appendix N:

## Letter Notifying the FCC of Substantive Changes to the TRS Program





Matthew H. Mead  
Governor

# State of Wyoming

## Department of Workforce Services

### DIVISION OF VOCATIONAL REHABILITATION

#### WYOMING RELAY

851 Werner Court, Ste. 120 ■ Casper, WY 82601  
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Joan K. Evans  
Director  
Lisa M. Osvold  
Deputy Director

**CG Docket No. 03-123**

DA 11-1075

June 30, 2011

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2010 to May 31, 2011

Contact Information: Change of email address

Substantive Changes in TRS Programs: Change of provider

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2011.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service in the State, whether filed with the TRS provider (Hamilton Relay) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2010, through May 31, 2011, the TRS provider completed eleven thousand, three hundred twenty (11,320) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider's subcontractor (Captioned Telephone, Inc.) also completed a total of thirty-four thousand, one hundred ninety-nine (34,199) CapTel outbound calls on behalf of Wyoming Relay. A total of ten (10) customer complaints were received, which is a rate of two one-hundredths of a percent (0.02%). Of the ten (10) complaints, two (2) were filed with Captioned Telephone's Customer Service, four (4) were filed with Hamilton's Wyoming Relay Customer Service, two (2) were filed with a Hamilton Lead CA and two (2) were filed with a Hamilton Supervisor.



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Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Resolutions to most complaints are provided within twenty-four (24) hours. The longest amount of time to resolve a complaint during this reporting period was seven (7) days. The complaints enclosed are resolved. None of the ten (10) complaints were escalated for action by the Federal Communications Commission.

The nature of the complaints were as follows:

- Fraudulent call through relay
- CapTel complaint
- CA hung up on the caller
- HCO breakdown
- Caller unable to use 711

Complaint resolutions included:

- Referred customer to their phone provider or law enforcement
- Created a profile for caller
- Counseled CA
- Technical department researched and discovered originator's line disconnected
- Implemented new procedure
- Provided information education to customer

Wyoming's relay provider (Hamilton Telephone Company) is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

The State of Wyoming has recently changed email providers and thus the email address of the contact person who receives inquiries and complaints from consumers about the Intrastate TRS has changed.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant  
Department of Workforce Services  
Division of Vocational Rehabilitation  
851 Werner Court, Suite 120  
Casper, WY 82601  
Voice/TTY: (800) 452-1408  
Voice/TTY: (307) 577-0539  
Fax: (307) 472-5601

Email: [lori.cielinski@wyo.gov](mailto:lori.cielinski@wyo.gov)

Website: <http://www.wyomingworkforce.org/vr/wyrds.aspx>

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.605(f), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation hereby notifies the Commission that as a result of a competitive process which included the submission and comprehensive evaluation of proposals, Sprint Communications Company, L.P. has been selected as Wyoming's new provider of Telecommunications Relay Service (TRS) and will begin processing Wyoming Relay calls on August 1, 2011.

The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program will continue to meet federal minimum standards after implementing the change in providers. The Contract between the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation and Sprint Communications Company, L.P., which was executed on May 23, 2011, requires that Wyoming Relay Service shall comply with all federal requirements for intrastate and interstate telecommunications relay service. In addition to the competitive process in response to the comprehensive Request for Proposal, the resulting contract includes liquidated damages for the failure to meet performance requirements as well as provisions for termination of the Contract. All of these measures provide the Division of Vocational Rehabilitation a method that makes available adequate procedures and remedies for enforcing the FCC's requirements of the state program.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Lori Cielinski  
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages  
Wyoming Relay Complaint Tally Sheet, 3 pages  
Wyoming Relay Complaint Report, 2 pages